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Assistant Commissioner for Patents
Washington, D.C. 20231

PATENT
Attorney Docket No.: 17117-002300US

On August 16, 2000
TOWNSEND and TOWNSEND and CREW LLP
By: Erica L. Canonizado
Erica L. Canonizado

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

Amy Rice, et al.

Application No.: 09/054,233

Filed: April 2, 1998

For: AUTOMATIC MESSAGE
INTERPRETATION AND ROUTING
SYSTEM

Examiner: M. Pender

Art Unit: 2762

AMENDMENT

Assistant Commissioner for Patents
Washington, D.C. 20231

5 Sir:

In response to the Office Action mailed July 11, 2000, please amend the above-identified application as follows:

IN THE CLAIMS:

Please amend claims 1, 18, 19, 31, and 41 as follows:

- 1 1. A method for automatically [interpreting] processing a non-interactive electronic
2 message using a computer, comprising the steps of:
3 (a) receiving the electronic message from a source;
4 (b) interpreting the electronic message using a rule base and case base knowledge engine;
5 and
6 (c) classifying the electronic message as at least one of (i) being able to be responded to
7 automatically; and (ii) requiring assistance from a human operator.

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2762.

Amendment

TOWNSEND and TOWNSEND and CREW LLP
Two Embarcadero Center, 8th Floor
San Francisco, California 94111-3834
(415) 576-0200

Attorney Docket No. 17111-002300US

Client Ref No.

In re application of: Amy Rice, et al.

Application No.: 09/054,233

Filed: April 2, 1998

Group Art Unit: 2762

For: AUTOMATIC MESSAGE INTERPRETATION AND
ROUTING SYSTEM

THE ASSISTANT COMMISSIONER FOR PATENTS
Washington, D.C. 20231



Date: August 16, 2000

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Signed: Erica L. Canonizado

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Sir:

Transmitted herewith is an amendment in the above-identified application.

- [] Enclosed is a petition to extend time to respond.
[X] Small entity status of this application under 37 CFR 1.9 and 1.27 has been established by a verified statement previously submitted.
[] A verified statement to establish small entity status under 37 CFR 1.9 and 1.27 is enclosed.

If any extension of time is needed, then this response should be considered a petition therefor.

The filing fee has been calculated as shown below:

	(Col. 1)		(Col. 2)		(Col. 3)
	CLAIMS REMAINING AFTER AMENDMENT		HIGHEST NO. PREVIOUSLY PAID FOR		PRESENT EXTRA
TOTAL	* 5	MINUS	** 20	=	0
INDEP.	* 4	MINUS	*** 5	=	0
[] FIRST PRESENTATION OF MULTIPLE DEP. CLAIM					

SMALL ENTITY		OR	OTHER THAN SMALL ENTITY	
RATE	ADDIT. FEE		RATE	ADDIT. FEE
x \$9.00 =	\$0.00		x \$18.00 =	
x \$39.00 =	\$0.00		x \$78.00 =	
+ \$130.00 =			+ \$260.00 =	
TOTAL ADDIT. FEE	\$0.00	OR	TOTAL	

- * If the entry in Col. 1 is less than the entry in Col. 2, write "0" in Col. 3.
** If the "Highest Number Previously Paid For" IN THIS SPACE is less than 20, write "20" in this space.
*** If the "Highest Number Previously Paid For" IN THIS SPACE is less than 3, then write "3" in this space. The "Highest Number Previously Paid For" (Total or Independent) is the highest number found from the equivalent box in Col. 1 of a prior amendment or the number of claims originally filed.

[X] No fee is due.

Please charge Deposit Account No. 20-1430 as follows:

[] Claims fee \$
[X] Any additional fees associated with this paper or during the pendency of this application.

NO extra copies of this sheet are enclosed.

TOWNSEND and TOWNSEND and CREW LLP

Philip H. Albert, Reg. No.: 35,819
Attorneys for Applicant

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